

**GOVERNMENT OF GUAM
DEPARTMENT OF ADMINISTRATION
GENERAL SERVICES AGENCY (GSA)**

**REQUEST FOR INFORMATION
Gov-Guam Online Procurement System**

1.0 OBJECTIVES

The purpose of this Request for Information (RFI) is to obtain information on the availability, capability, and functionality of a web-based commercial Online Procurement System. The Government of Guam (GovGuam) project team will be creating functional requirements that will form the basis of a Request for Proposal (RFP) that will be issued on or before the 1st calendar quarter of 2009. The project team will use information received as a result of this RFI to assist in cost estimation and requirements definition.

Any information submitted in response to this RFI will be considered during the development of the RFP. Any response to this RFI does not guarantee that the information offered will be integrated into the RFP, nor shall it prohibit any vendor from receiving or responding to the RFP when and if it is issued. The lack of a response to the RFI will not preclude a vendor from participating in the RFP process.

Offerors may be requested to provide product demonstrations.

The specific objectives the Government of Guam intends to accomplish through this RFI are as follows:

- Identify the level of funding that will be necessary for this project;
- Identify self-funded systems that utilize different variations of transaction fees;
- Identify the level of effort that will be required for implementation, training and maintenance;
- Identify vendors who offer online procurement solutions;
- Identify vendors and consultants who have experience deploying online procurement applications for State or Territorial Governments;
- Identify vendors and consultants who have specific knowledge of state-level business rules and statutory requirements that govern online procurement processes;
- Identify software architectures and service arrangements that will allow the solution modules and business rules to be adjusted as may be required by statutory changes;
- Identify what standard integration architectures are supported by vendor solution modules; and
- Identify other organizations, which have recently implemented similar systems and learn from their experiences.

2.0 BACKGROUND INFORMATION

The General Services Agency (GSA) is a division of the Department of Administration. GSA is centrally located in Piti, Guam. Guam, a territory of the United States is located in the western Pacific approximately 7 hours via plane southwest of Hawaii or 3 hours southeast of Japan.

GSA is responsible for procurement policies and regulations within the Executive Branch of the Government of Guam, which consists of 30+ agencies. To promote economy, efficiency, and effectiveness in the procurement of supplies and services is the mission of this division. GSA consists of a Purchasing Branch, Operations Branch, Control Branch, Surplus Branch, and an Administrative Support Staff. Procurement of supplies and services are done within the Purchasing Branch.

The current staffing for the division is as follows: The Chief Procurement Officer (CPO), 1 Administrative Assistant, 7 Buyers, 1 Cashier, 2 Customer Service Representative, 1 Inventory Management Officer, 1 Custodian, 3 Store Keepers, 2 Supply Clerks and 2 Surplus Property Personnel.

At the present time, GSA uses an IBM AS400 (iSeries 825) customized application, developed locally. The process begins with departments entering a requisition. After clearance approvals at the department level are completed, GSA will work with the requisition and begin the Request for Quotation (RFQ) process, perform their analysis, then issue a purchase order. The RFQ process is currently a manual system in which buyers are required to solicit three (3) quotes usually in facsimile format. GSA averages 8,000 purchase orders per year. These purchase orders are printed on an 8-ply pre-printed form.

3.0 STATEMENT OF NEEDS

The Government of Guam is looking to implement a web-based system that will allow government buyers to create, manage and accept responses to a Request for Quotation (RFQ). The system will need to integrate into the government's existing purchase order system. The system should allow vendors to transact online.

Request for Quotation (RFQ)

Provide information on how a buyer can create an online RFQ that can be submitted for internal supervisory approval. Once approved, illustrate how the application can notify vendors (See Vendor Selection Category below).

Vendor Selection by Category

Explain how the system can allow a buyer to search for vendor lists by Service Category (i.e. computer hardware) and how it can filter vendors within each category (i.e. local companies, 8A, etc.). It is assumed that systems will require vendors to register on the system and define its service capabilities.

Send RFQs via email and Receive Online Responses to RFQ

To help reduce paper, the system should allow for email transmission of procurement opportunities and should make procurement details available online for authorized vendors. Vendors should have the ability to respond online and the system should allow all submitted quotations and attachments to become permanent records.

Manage RFQs and view RFQ Status

Because buyers can handle multiple RFQs, demonstrate how buyers can manage their RFQs and review the status of each RFQ. The system should track RFQ closing dates and should send reminder emails as necessary.

Awarding and Vendor Notification

Buyers should be able to award procurement using the system and the system should be capable of sending award notices and regret notices via email.

Management, Archiving, and Reporting Tools

Demonstrate tools that will allow managers to generate reports and view a history of all transactions processed through the system.

Request for Proposals (RFP)

Provide information the system's RFP capabilities and how it can be tailored to comply with local procurement laws.

Auction or Reverse Auction Capabilities

Provide information the system's auction and reverse auction capabilities and how it can be tailored to comply with local procurement laws.

4.0 TECHNOLOGY

- 4.1 Servers: Provide information regarding options for server platforms, databases and number of servers required. Provide a technical architecture blueprint. Supply preferred vendor contacts. If it this is a third-party web-hosted solution, provide hosting partner requirements.
- 4.2 Workstations: Provide minimum requirements for workstations. Provide information regarding number, type, and size of monitors necessary in a typical installation.
- 4.3 Databases: Provide information regarding options for database platforms and data warehouse software.
- 4.4 Networking: Provide information regarding desired type of networking infrastructure.

5.0 PLANNING

- 5.1 System Cost Estimate: Provide a budgetary cost estimate for a solution scoped by your responses to Section 3 above. Include information regarding licensing options. Are there different types of licenses?
- 5.2 Selection Criteria: Provide suggested selection criteria that have enabled agencies to select the system that best meets their needs.
- 5.3 Project Timeline: Provide an estimate regarding time required after a purchase order is issued until a solution is 1) designed, 2) ready for parallel testing, 3) ready for deployment, and 4) achieves stable operations.
- 5.4 Implementation: Has it been advantageous to hire a third-party to implement the system? If yes, please provide the name of the third-party vendor and contact information for the customer.
- 5.5 System Maintenance and Cost: Describe the method used to provide technical support to customers and include information for 24/7 coverage. Detail what services fall under annual maintenance and support, and provide estimated costs for annual maintenance.
- 5.6 System & Software Warranty: Provide cost for warranty of hardware and software for 3 years, 4 years and 5 years.
- 5.7 System Upgrades/Enhancements: Describe how systems are upgraded or enhancements added to the base system. Do users who have current maintenance receive regular enhancements or upgrades? What type of post-deployment blanket service-level agreements do you offer to assist in tracking statutory changes to business rules?
- 5.8 Company Background: Provide information regarding any names the company may have used in the past. Include names the product has been offered for sales as in the past.

- 5.9 Company Experience: Provide information regarding where the product offered has been installed (successfully and unsuccessfully). How long has the product been offered for sale? How long will the current product be offered for sale?
- 5.10 System Partners: Does one vendor offer the entire system or are partners providing modules or portions of the system? If partners are used, please provide background and experience information for them also.

6.0 QUESTIONS

- 6.1 Does vendor have clients within the Pacific Region? If so, provide client contact information.
- 6.2 Does the vendor provide both a client-based and web-based application?
- 6.3 Can the application fields be modified and customized as new information becomes available?
- 6.4 Does the application use non-proprietary hardware?
- 6.5 Is the application capable of tracking the movement of documents?
- 6.5 Does the vendor offer self-funding options that would allow the Government of Guam to acquire the system with minimal or no capital outlay? Self funding options can include transaction fees, subscription fees, etc.

7.0 RESPONSES

- 7.1 **Inquiries:** All inquiries may be directed to -

The Government of Guam OPS Committee
E-mail: gsaonline@guam.gov

- 7.2 **Submission:** Provide three (3) copies of the requested information, along with any supplementary materials. Submissions may be emailed in Adobe PDF format. Responses to this document should be received no later than **October 31, 2008.**

Responses should be mailed to or delivered at:

GovGuam Online procurement RFI
Chief Information Officer
Bureau of Information Technology
PO Box 2950
Hagatna, Guam 96932

- 7.3 **Format:** Information should be organized in the format and information sequence found in this document.